

OFFICE AUTOMATION CLERK
GS-0326-04

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). This position performs office automation assignments to provide general office clerical support.

II. MAJOR DUTIES AND RESPONSIBILITIES

Uses office automation equipment and a variety of software to produce various documents in draft or final form, which may include specialized terminology and/or complicated formats.

Uses office automation software such as database or spreadsheet to enter, revise, sort or calculate, and retrieve data; graphics software to provide graphic symbols, charts and graphs.

Transmits and receives documents and messages electronically using PCs which are linked to other computers.

May review incoming mail; receive and refer telephone calls and visitors to appropriate co-workers. Maintains office files. Assists staff members on individual projects. Conducts follow-up actions to assure timely receipt of responses; assembles data, consolidates and prepares reports. May type or prepare travel orders or vouchers; requisition office supplies, equipment, and publications. May maintain time and attendance records.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position

FL 1-3

350 pts.

A fully qualified typist required to operate an electronic typewriter, word processor, microcomputer, or computer terminal.

Knowledge of varied and advanced functions of one or more automated systems to produce a wide range of documents.

Knowledge of office automation systems in order that several types of software may be used for various office needs such as graphs, tables, and charts.

Knowledge of spelling, grammar, punctuation, capitalization.

Knowledge of specialized terminology, organization mission, and the roles of co-workers to type materials, to receive and screen phone calls and visitors, and maintain files. Knowledge of the organizational structures and functions is needed to answer routine and non-technical inquiries.

Factor 2 - Supervisory Controls

FL 2-2

125 pts.

The supervisor provides detailed instructions for new assignments. The incumbent performs routine aspects of the work without instructions or guidance. Completed work is reviewed for accuracy and compliance with instructions. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guidelines

FL 3-2

125 pts.

Work is performed in accordance with a variety of established office procedures, requirements, software manuals and tutorials, references, etc. The incumbent decides which is appropriate for desired results. Guidance is provided for unusual situations.

Factor 4 - Complexity

FL 4-2

75 pts.

Work at this level consists of using one or more types of software to create or edit a variety of standard documents requiring differing procedures and functions. Incumbent must use judgement and make choices from established alternatives. Actions taken depend on the source of information, type of assignment, or situation.

Factor 5 - Scope and Effect

FL 5-1

25 pts.

The purpose of the work is to perform specific, recurring tasks required to maintain electronic records, or produce a variety of clerical activities in support of individuals within the organizational unit. The services and work performed facilitate the work of the originators of the material.

Factors 6/7 - Personal Contacts/Purpose of Contacts Level 2.a. 45 pts.

Contacts are with employees at various levels throughout the organization. Contacts are for receiving assignments and instructions, discussing additions or revisions, receiving or giving information, and clarifying terminology.

Factor 8 - Physical Demands

FL 8-1

5 pts.

The work is primarily sedentary, requiring no special physical demands.

Factor 9 - Work Environment

FL 9-1

5 pts.

The work is performed in a typical office setting.

TOTAL = 755 pts.

IV. UNIQUE POSITION REQUIREMENTS